

KCC Fiscal Years 1996 & 2006

Statistical Complaint Data Comparison

FY1996
of Complaint Codes

FY2006
of Complaint Codes

FY1996
% of Total Codes

FY2006
% of Total Codes

Total Complaints for Reporting

Billing Issues	760	1,929	19.2%	39.4%
Rates/Charges Issues	1,398	282	35.4%	5.8%
Disconnection/Refusal of Service Issues	486	634	12.3%	13.0%
Customer Deposit Issues	87	117	2.2%	2.4%
Meter Issues	27	127	0.7%	2.6%
Telephone Service Issues	540	409	13.7%	8.4%
Quality of Service Issues	237	440	6.0%	9.0%
Company Unresponsive Issues	196	633	5.0%	12.9%
Non-regulated/Miscellaneous Issues	219	324	5.5%	6.6%

Total **3,950** **4,895**

Total ELECTRIC Company Complaints for Reporting Period

Billing Issues	361	561	38.2%	41.9%
Rates/Charges Issues	82	107	8.7%	8.0%
Disconnection/Refusal of Service Issues	280	248	29.6%	18.5%
Customer Deposit Issues	22	68	2.3%	5.1%
Meter Issues	17	43	1.8%	3.2%
Telephone Service Issues	-	-	0.0%	0.0%
Quality of Service Issues	90	113	9.5%	8.4%
Company Unresponsive Issues	41	146	4.3%	10.9%
Non-regulated/Miscellaneous Issues	52	54	5.5%	4.0%

Total **945** **1,340**

Total GAS Company Complaints for Reporting Period

Billing Issues	119	1,044	8.3%	49.2%
Rates/Charges Issues	1,144	110	80.1%	5.2%
Disconnection/Refusal of Service Issues	76	368	5.3%	17.3%
Customer Deposit Issues	10	63	0.7%	3.0%
Meter Issues	10	95	0.7%	4.5%
Telephone Service Issues	2	-	0.1%	0.0%
Quality of Service Issues	36	99	2.5%	4.7%
Company Unresponsive Issues	14	283	1.0%	13.3%
Non-regulated/Miscellaneous Issues	17	61	1.2%	2.9%

Total **1,428** **2,123**

Total TELECOM Company Complaints for Reporting Period

Billing Issues	224	416	17.9%	27.6%
Rates/Charges Issues	113	65	9.0%	4.3%
Disconnection/Refusal of Service Issues	129	64	10.3%	4.2%
Customer Deposit Issues	54	5	4.3%	0.3%
Meter Issues	-	-	0.0%	0.0%
Telephone Service Issues	391	356	31.3%	23.6%
Quality of Service Issues	106	235	8.5%	15.6%
Company Unresponsive Issues	123	233	9.8%	15.5%
Non-regulated/Miscellaneous Issues	111	134	8.9%	8.9%

Total **1,251** **1,508**

Totals By Industry

Electric	945	1,340	26.1%	27.0%
Gas	1,428	2,123	39.4%	42.7%
Telecom	1,251	1,508	34.5%	30.3%

Total **3,624** **4,971**

Number of Consumer Info Records Created **4,638** **4,018**